

**Public Utilities Commission
Utilities Regulation**

Description:

The Utilities Division is responsible for the technical analysis of all utility matters before the commission. It recommends actions and policies that ensure the citizens of Idaho have access to high quality telecommunications, electric, gas and water at rates, terms and conditions of service that are fair and reasonable.

Major Functions and Targeted Performance Standard(s) for Each Function:

1. To advocate and recommend just, reasonable and sufficient rates and charges based on careful consideration of utility costs and customer classifications.

A. Twenty-five percent of all regulated utilities will be audited each year.

Actual Results			
1997	1998	1999	2000
38.6%	41.8%	37.7%	26.4%
Projected Results			
2001	2002	2003	2004
25.0%	25.0%	25.0%	25.0%

B. All (100%) audit reports will be issued within 60 days of audit completion.

Actual Results			
1997	1998	1999	2000
92%	95%	95%	100%
Projected Results			
2001	2002	2003	2004
100%	100%	100%	100%

2. Where appropriate, manage the beneficial transition from monopoly to competitive service provision and concurrent relaxation of regulation.

A. Review 100% of all rates and conditions for competitive services within 10 days of receipt.

Actual Results			
1997	1998	1999	2000
93%	76%	83%	86%
Projected Results			
2001	2002	2003	2004
95%	95%	95%	95%

B. Participate actively in 98% of all cases and forums to discuss and determine competition's existence and the major issues and barriers to true competition in the utilities industries.

Actual Results			
1997	1998	1999	2000
93%	81%	100%	100%
Projected Results			
2001	2002	2003	2004
100%	100%	100%	100%

3. Promulgate and administer rules and regulations governing the fair, reasonable, safe, and reliable provision of utility services.

A. Maintain the number of average days to respond to inquiries and resolve complaints at five.

Actual Results			
1997	1998	1999	2000
4.1	5.0	4.1	3.3
Projected Results			
2001	2002	2003	2004
5.0	5.0		5.0

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B. The initial response to all calls will be made within 24 hours 90% of the time.

Actual Results			
1997	1998	1999	2000
90%	90%	90%	90%
Projected Results			
2001	2002	2003	2004
90%	90%	90%	90%

4. Make access to utility services widely available to citizens of Idaho.

A. Increase in number of residential electric customers. (* No objective forecast is available.)

Actual Results			
1997	1998	1999	2000
3.1%	2.7%	2.7%	3.0%
Projected Results			
2001	2002	2003	2004
*	*	*	*

B. Increase in number of residential telecommunications customers. (*No objective forecast is available.)

Actual Results			
1997	1998	1999	2000
3.3%	1.6%	1.6%	3.0%
Projected Results			
2001	2002	2003	2004
*	*	*	*

Program Results and Effect:

The ultimate result and effect of utility regulation is to find a balance between the often incompatible goals of utilities, their customers, and other stakeholders. The Utilities Division 1) represents the almost always conflicting interests of utility customer groups, 2) advocates policy and action that keep utilities financially healthy and holds them accountable for their own actions, and 3) resolves disputes between utilities and individual customers. While the Commission pursues its overall objectives, it does not have control over its agenda, but must respond to external events. Examples of recent external events are the federal Telecommunications Act of 1996 and the current national debate on restructuring the electric industry. In the case of these examples the ultimate result of this program may be to provide a smooth transition from traditionally-regulated to a competitive environment without major gains being achieved for some stakeholders at the expense of others.

Note: Beginning FY 2001 all programs of the PUC will be consolidated into utilities program. All of the PUC's strategic goals and objectives are currently being evaluated.

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